

COMMUNITY PARTNER CONNECTION

ONE department • ONE vision • ONE mission • ONE core set of values

NEWSLETTER

Winter 2010

Reaching underserved working poor SNAP grant

Washington State applied for and was awarded a (Reaching Underserved Working Poor SNAP Grant) \$500,000 grant from Food and Nutrition Services (FNS) to improve application access points. After one year of planning, we successfully delivered kiosks and computer equipment to 18 Community Partners in four selected counties (Kittitas, Island, Clark, and Mason) during September and October.

Seventeen of the eighteen Community Partners participating in the project are pictured throughout this edition (Squaxin Island Tribe is not pictured).

Tony Peterson, Information Technology Specialist 6, was very instrumental in the success of the SNAP Grant kiosk/computer deliveries. During Tony's employment with DSHS, he has also been helpful in building a responsible organization that strives to consistently deliver results by aligning technology initiatives with business goals, incorporating improvements to service delivery, standardization, and business/systems performance.

Tony remains in contact with the Community Partners assisting when and where needed.

Thank you, Tony!

Tony Peterson
ESA Infrastructure
Systems and Support
IT Solutions



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Sunnyside CSO

Leadership Yakima Valley

Ken Sauby facilitated a whole day of leadership theory and practice to the community participants in Yakima Valley Community College Grandview campus annual Leadership Yakima Valley Program. Two of our staff graduated last year from this program (Sergio Lopez and Nora Ramos). The group, consisting of six community members, will reconvene at the Sunnyside CSO in May for the Human Services portion of the course. Other community agencies will join us in presenting to the participants. For more information about this program contact YVCC Dean Bryce Humperts 509-882-7049.

Mid-Valley Provider Consortium met at the Sunnyside CSO in October. We hosted the gathering of over 40 community resource people dedicated to providing improved social services to the mid and lower Yakima Valley community. We will host this group again in December. The contact person for more information about these meetings is Ben Soria at 509-865-7630, ext. 2737. He is the Director for the Northwest Community Action Council which is the social services branch of the Yakima Valley Farm Workers Clinic.

Wapato CSO

Rocio Loera, WorkFirst Supervisor delivered a presentation to LEP-Spanish speaking parents at Toppenish Middle School regarding changes in local office processes and current available services.

Rocio also staffed a resource table at this year's Statewide Migrant Student Data and Recruitment (MSDR) Conference. Information was shared with Home Visitors, Record Clerks, Migrant Graduation Specialist-Advocates, Para-Professionals, parents and other educational staff working with migrant families in Washington State.

Kennewick CSO

A number of community connections were made this quarter. Some of which involved the following partners: Benton Franklin Community Action Office for the Homeless Coalition meetings; Kennewick HUD; La Clinica and the Veterans Coalition both helped to coordinate services for our veterans.

We showcased our recent remodel and facility merger with the Division of Child Support on October 7th. It was a fantastic day to celebrate our combined achievements!

Ellensburg CSO

A consortium of local agencies and partners (KittFam) meet the first Tuesday of every month. Each month a different partner is selected to provide a presentation highlighting their agencies current services. This is an excellent forum for networking and supporting leaders in our community.

Kittitas County Snap Grant Kiosk Sites



FISH FOOD BANK
Bianca Bailey, Robert Williams and Cindy Ollgaard,
Ellensburg CSO WorkFirst Program Specialist

ENTRUST COMMUNITY SERVICE
Carole Miller Rhodes and Cindy Ollgaard



HOUSING AUTHORITY OF KITTITAS COUNTY
Perry Rowe, Katie Haggin and Cindy Ollgaard

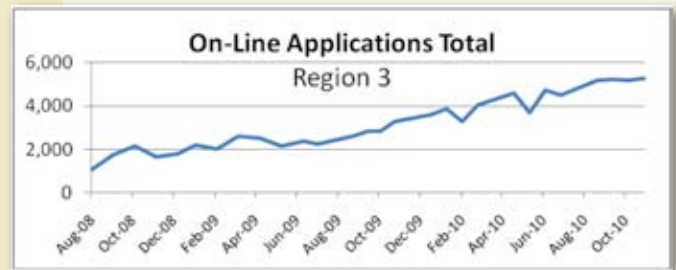
Online Applications (OSA) and Community Partnership Initiative

From the early days of the Online Services Application (OSA) and the establishment of the Community Partnership Initiative, Region 3 has seen a dramatic increase in the online application submittals for individuals who are in need of assistance. In August of 2008, the Region 3 Community Service Offices received a total of 1,085 online applications. As of November 2010, the Region 3 total was 5,261 online requests for assistance. That is a 485% increase.

In the recent months, the level of online application submittals has leveled off but would anticipate an increase taking place over the next few months as the state starts to rollout the new online application known as “Washington Connection”. This new “Washington Connection” application is a web based platform that will assist families apply for cash, food, medical and childcare assistance but also connect them to other services in the community they reside.

Using this technology along with establishing community partner relationships is essential when managing the increased demand for our services.

Monthly Region 3 Online Application Submittals



Island County Snap Grant Kiosk Sites

READINESS TO LEARN FOUNDATION
Lauri Johnson and Lonnie Dalyrimple



ISLAND COUNTY
Lonnie Dalyrimple, Mt. Vernon CSO Administrator, and Jaime Montoya



THE OPPORTUNITY COUNCIL
Lisa Clark, Mary Ann Everly, and Lonnie Dalyrimple

Online Service Application (OSA) and Community Partnership Initiative

With the implementation of the Online Services Application (OSA) and the establishment of the Community Partnership Initiative, King County has more than doubled the number of online submittals for applications, eligibility reviews and change of circumstance forms. In November of 2009, the Region 4 King County Offices received a total of 4,099 online submittals. For September 2010 we received a total of 10,854 online submittals. That is a 265% increase.

Use of the online services application in our lobbies and through our community partners is a vital element in helping Community Services keep up with the increased demand for

services. Online services allow the department to electronically transfer data from the online form to our eligibility system in a relatively seamless process. The use of the electronic data transfer process is cleaner and more accurate than physically typing in the information. Manually typing in the information may result in transposing of numbers, loss of key data like apartment numbers and other issues that slow down the eligibility process.

The use of online services is one more way Community Services Division is using technology to expand access, streamline process and increase efficiency.

Monthly Region 4 breakdown by Community Service Office location

Region 4 Offices	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sep-10
King Eastside [040]	619	588	640	660	1070	1065	1087	1239	1419	1444	1509
Rainier [041]	189	189	230	243	549	581	529	589	539	640	609
King North [042]	596	540	696	621	1004	940	985	1075	1075	1154	1239
King South [043]	383	409	480	429	711	782	677	1150	1291	1371	1341
White Center [044]	699	587	697	620	1081	1110	1074	1146	1144	1297	1494
Federal Way [045]	337	268	250	254	503	505	629	841	737	785	790
Capitol Hill [046]	260	261	324	266	431	460	406	516	584	700	730
Bellevue [047]	266	222	254	217	328	397	387	419	410	520	609
Auburn [072]	372	303	393	404	636	669	680	813	781	820	975
Benton [080]	422	388	433	440	957	839	804	783	808	966	1396
Region 4 Total	4099	3866	4178	4191	7290	7417	7246	8571	8742	9726	10854

On Friday, September 24th the United Way Community Resource Exchange (CRE) was held at Qwest Field Plaza. More than 80 service providers participated in this annual outreach event to homeless and other low income residents. Participants received a warm meal and an array of services all located under one roof on the same day. Services included free tax preparation, personal care services such as haircuts, manicures and foot washing, free phone calls to loved ones, education and employment information, health services, legal assistance, housing resources, Veteran services and public benefits. The event drew over twice the number of customers compared with last year's event.

As in previous years, Region 4 CSD staff participated. New this year was the addition of the Mobile CSO and staff from the Division of Child Support. The event proved to be a wonderful opportunity to meet and work on a common cause with other members of the ESA family.

Over 100 customers were served and 58 applications for benefits were processed onsite. 35 customers walked away from the Mobile CSO with an EBT card in hand. Other customers were helped by completing reviews and answering questions about their open cases. Numerous customers were assisted by the Division of Child Support and eight began the support order modification process. The staff involved made the event a big success, showing flexibility and resourcefulness.



The Snohomish County Local Planning Area is planning for their 10th Annual Brunch on December 7th. The Snohomish County LPA has a large membership base and regularly has up to 45 people at their monthly meetings. Each year they plan a Winter Brunch to celebrate the successes of the previous year and to plan for the next year.

The event this year will be hosted by Employment Security at the Everett Transit Station in the Weyerhaeuser Room. It is a beautiful location. There is an opportunity to sponsor a table decoration that will be given to the lucky winners of our drawing. We will be having a "Holiday Traditions" potluck. We will spend time planning for our future through an exercise titled "Facing the Future with Joy".

King County Toys for Tots

The DSHS Community Service Offices in King County will be hosting distribution events for Toys for Tots again this holiday season. Last year was a huge success, distributing over 50,000 toys. We are looking forward to making this season even bigger and better.

Age and gender appropriate toys will be distributed for children up to age 14 who are recipients of benefits through DSHS Community Services Division. No referral is necessary.

In King County, the distribution events are scheduled from December 9th through the 21st. Please check the King County Toys for Tots website for donation drop off locations and specific dates and sites for toy distribution. The Toys for Tots website is <http://www.toys4tots.org>



Project Homeless Connect 2010

Region 5, Community Service Division has been an integral part of Project Homeless Connect since inception four years ago. This year's event was October 14, 2010, where over 1,400 participants came to receive services including haircuts, social security, licensing, medical, dental care, HIV screening, flu shots, and much more. In collaboration with the Mobile CSO, staff assisted 160 individuals receive DSHS services ranging from Basic Food, Medical, and Disability Lifeline.

In addition to providing basic services mentioned above, CSD has a major role in organizing the event. Region 5, participated in marketing and advertisement, as well as, collaborating transportation for clients the day of the event, which was provided by Laidlaw Bus Services. Other community connections consisted of a television interview with TV Tacoma advertising the event.

Community Collaboration

Region 5 has played an active role in developing a system to improve the communication in the human service industry. As a member of several workgroups, Region 5 assisted in the recommendation of the development of Pierce County's Plan to end Family Homelessness. While partnering with Pierce County, Department of Community and Human Services (among others) in response to a grant from the Bill and Melinda Gates Foundation, Region 5 provided their expertise to streamline the process of assisting our vulnerable population.

Getting to know the Regional Administrator

Eddie Rodriguez, Regional Administrator is taking a proactive approach when confronting the economic impacts to his community by visiting places where some of Region 5 clients meet. He shared compassion for the reduced budget when touring the Salvation Army and Tacoma Rescue Mission and provided advice to bridging resource gaps. Remaining transparent and demonstrating an open door policy allows Region 5 to be a true community partner.

Pierce South does it again

Stressed with the overwhelming need to provide superior, accurate, and immediate service for their increased workload, Pierce South decided to relieve some pressure by asking staff to put their fun spirit together for a Food Drive. With a competitive spirit, each unit donated Basic Food, Toilet Tissue, Laundry Soap, Toiletries, Socks, Gloves, Diapers, Diaper Wipes, plus \$200 cash (collectively). All items and cash were donated to the Food Bank. Local food banks are able to take \$1 raised and leverage it to equal \$14 in food money. This means Pierce South's donation will equal \$2,800 in food money. This will feed a lot of people who are struggling to meet their basic needs.

What's Going On In Region 6

In this season of giving, the Community Services Offices have all been making special efforts to go above and beyond in helping deliver needed services to neighbors in need.

The KELSO CSO is looking forward to annual participation in the Angel Tree project. For almost 40 years, the Salvation Army has sponsored both the Christmas Center and Angel Tree activities. This year's event will be hosted by the Christmas Center located at 1061 Industrial Way by the Square Dance Center and Western World. It opens December 6th, Monday through Friday, from 9am to Noon and 1pm-4pm. Volunteers are needed at the Center to help restock. There will be an Angel tree delivered next week to the CSO in preparation for the Christmas Center opening. It will be located in an open area for easy access. Each year 900+ families are served at the Center which includes approximately 3,500 children. Each child will receive both a toy and a clothing gift.

The Christmas Center serves as a contact/clearing center for local community agencies for organizing Adopt-a-Family and Food Boxes. If you know of a family in need, please contact the Salvation Army at the Christmas Center phone number. If the family is already on the SA list, they will not receive duplicate assistance, instead another family in need can be helped. SA works long hours after the Christmas Center is closed to provide last minute gifts and help to families who "fell through the cracks".

This year the CSO will also have a box located by the Angel Tree for "Coats for Kids". All coats, new and used, for both children and adults are accepted. All used coats will be dry cleaned before given out. Any coats left over from the Christmas Holidays will be available at the SA for others who need a coat.

The CSO will be holding its annual North Pole with Santa on Tuesday, December 21, from 9am-3pm. Please notify parents to bring their children into the CSO on that day for free photos with Santa. The SA will provide a small gift for each child and possibly a little treat or fruit bag. I will be providing more information as the North Pole date gets closer.

The ABERDEEN, SHELTON, LONG BEACH, AND SOUTH BEND CSOs held several events for the Combined Fund Drive. A potato bake, Taco bar, Indian fry bread, Spaghetti feed and several silent actions were held between the four offices.

In late October several staff visited staff at the Roger Saux Health Clinic (Quinault Nation) in Taholah. They shared information and answered questions about the new service delivery and current medical programs.

The SHELTON CSO celebrated Native America Heritage Month. They had two staff share native stories, art, videos and music. They provided the group with examples of crafting with cedar bark.

The Peninsula Offices, PORT ANGELES, PORT TOWNSEND, FORKS, and NEAH BAY offices have been working very hard locally with customers and community partners to educate everyone as to the best way for folks to access services, given reduced staffing numbers and new SDR processes. This includes confirming correct fax and phone numbers (and phone menu options), explaining to customers they can request a replacement EBT card by mail, providing envelopes for returning paperwork directly to DMS and simply taking the time to explain how it all works. We hope future pay offs will result with less confusion and fewer delays for everyone involved.

The PORT TOWNSEND CSO was pleased to receive 25 \$50 dollar gift cards to disperse to people in need of help with food over the holidays. The First Presbyterian Church has provided this help for several years.

The PORT ANGELES CSO has been involved in a community wide group formed to address hunger issues in the community. The goal is to ensure that nobody in the community goes hungry. The group includes local agencies, schools, churches, and retailers.

The PENINSULA OFFICES have been selected as recipients of the HUNGER HEROES award for 2010 for our community outreach in meeting community food needs.

Mason County Snap Grant Kiosk Sites

NORTH MASON COUNTY RESOURCE
Dr. Thomas Armstrong



COMMUNITY ACTION COUNCIL
Dennis Anderson, Janice Shanks, and Jan Naughton



**MASON COUNTY
TRANSPORTATION AUTHORITY**
Elizabeth Avery and
Michael Diamond



**SHELTON VALLEY CHRISTIAN
CHILD DEVELOPMENT CENTER**
Kim Beckman



SKOKOMISH INDIAN TRIBE
Tuwaduq Family Service
Jennie Lynn Strong and Taylor Strong

Clark County Snap Grant Kiosk Sites

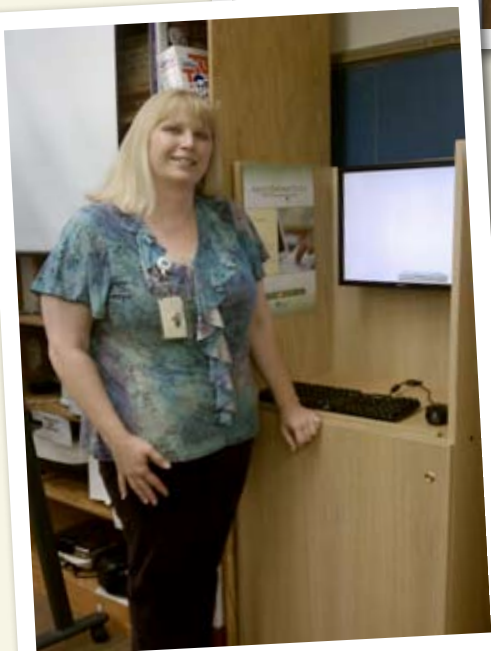
INNOVATIVE SERVICES
Ambra Peters, IT Administrator, and
Susan Hefta, Finance Manager



DSHS CHILDREN'S ADMINISTRATION
Denah Swindle



CHILDREN'S HOME SOCIETY
Renee Law and Marilyn Detrick



**EDUCATIONAL OPPORTUNITIES
FOR CHILDREN AND FAMILIES**
Donna Lauderdale



NORTH COUNTY COMMUNITY FOOD BANK
Elaine Hertz, Theresa White, and Matt Moberg

Mobile CSO - Update and Highlights

As the New Year approaches, the Mobile Community Service office is looking forward to building new partnerships in the coming year. Over the past few months the Mobile CSO staff has learned the key to a successful event is through good partnerships with community groups and organizations.

Working closely with partners who share common clients we can operate more efficiently for the benefit of the client. While waiting in a food bank line, clients are able to step into the Mobile CSO and walk out with a loaded EBT Card, or after receiving treatment at a medical clinic patients can use mobile services to apply for medical assistance. This one stop approach has proved to be a big success for everyone involved. Mobile CSO staff says they hear the same question every day, "When are you coming back?"

The Mobile CSO wants to continue to reach out and find Washington's underserved populations. Please join us in our search by inviting us to work with you. Mobile teams are currently scheduling for the winter season. If you would like more information on the Mobile CSO or want to schedule an event visit www.dshs.wa.gov/mobileoffice or email the West Mobile CSO at CSDMobileCSOW@dshs.wa.gov or the East Mobile CSO at CSDMobileCSOE@dshs.wa.gov.



To schedule an event with the Mobile CSO, visit
www.dshs.wa.gov/mobileoffice